Troubleshooting Guidelines

My computer tries to 'Dial up' to the Internet.

- This means that Internet Explorer (IE) has not been configured to use your local area network (LAN) connection and is set up to use a modem/telephone.
- Open IE and close dialog box that appears for dial up connection.
- Go to Tools → Internet Options → Connections.
  Select the box which states 'Never dial up a connection'.
  Click on OK.

The Local Area Connection icon does not appear in Network Connections.

- This means you do not have a Network Card installed.
- The drivers for the Network Card are not installed or need reinstalling.
- The Internal Network Card has been disabled in BIOS. Reboot the computer and enter BIOS by pressing the required key and enable the onboard Network Card.

I appear to have lost my network connection.

- Check the network cable - release the connector from the socket in the wall and from the network card at the back of your computer and then put it back again, ensuring that the connection is secure.
- If you notice that the cable is damaged, return to the IT Helpdesk.
- If the data socket on the wall appears damaged, inform the IT Helpdesk.
- Release/Renew your IP address.
  - Go to Start → Run. In the box type: cmd and press Enter.
  - Type: ipconfig /release and press enter.
  - Type: ipconfig /renew
  - Type: ipconfig /all (which lists the IP address allocated to your computer

The IP address should begin with a 10 (i.e. 10.XX.XX.XX). If the IP address begins with any other number (e.g. 169.254.xx.xx) or is all zeros, contact the IT Helpdesk for further advice.

I have an IP address starting 192.168.XX.XX and have no Internet Connection.

This could mean someone has connected a wireless or Internet router to the network. If this is you please disconnect it immediately as we do not allow these devices to be used on our network – they will disrupt the connection for every student in the same Hall of Residence. If this is not you then please report it to the IT Helpdesk.

This could also mean that your IP address is not set to auto-configure. See the section “Getting Connected” for details on how to set this.

I have an IP address starting with a 10 (ie 10.XX.XX.XX) but still no connection.

Try disabling your personal firewall. Norton Internet Security, ZoneAlarm and Sygate for example can block Network traffic. The XP or Vista firewall should not be a problem. Remember to re-enable the firewall when connecting directly to the Internet at home.

Spyware can also block your network connection. Refer to the section on Spyware.

I have an Apple Mac I want to connect to the network.

To configure your MAC:

- Go to the *Apple Menu* then *Network Connections* followed by *TCP/IP options* and ensure that no options are selected.

I live in Lee House and my Network Connection says Disconnected.

There is a known problem with the data ports in Lee House – some data cables work and some don’t. Try re-inserting the data cable. If this does not work, ask at the IT Helpdesk for another cable.

I have read all these instructions but I cannot resolve my problem?

- Attend an open surgery session run by a member of our technical team. For details please refer to Technical Support Sessions for Students leaflet.
- If these sessions are no longer running contact the IT Helpdesk x3737 or email helpdesk@roehampton.ac.uk.

The opening hours of the IT Helpdesk are 8am - 8pm Monday-Friday term time, 9am - 5pm Monday-Friday during vacation times *However, you can leave a voicemail message out-of-hours.*

Please ensure that you give us the following information.

- Your name and contact details (including mobile phone).
- A brief description of your problem.
- The location of the room.
- Your data port number.